



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
COLLECTION SERVICE BOARD  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243  
615-741-1741  
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**COLLECTION SERVICE BOARD – Meeting Agenda**  
**500 JAMES ROBERTSON PARKWAY, CONFERENCE ROOM 1-B**  
**January 8, 2014 - 9:30 a.m.**

**Call to Order – Bart Howard, Chairman**

- Roll Call
- Notice of Meeting
- Robert's Rules of Order – Review / Adopt
- Agenda – Review / Adopt
- Minutes – November 13, 2013 – Review / Adopt (*tab 1*)

**Legal Report - Chris Whittaker, Assistant General Counsel**

- Board Licensing Decision on Applications Previously Reviewed at November 2013 Meeting
- Legal Report (*tab 2*)

**Administrative Report**

- Complaint Comparison Report (*tab 3*)
- Budget Report (*tab 4*)
- Request for Review – Attorney Exemption (*tab 5*)
- Request for Review / Determine – License Requirement Based on Business Practices (*tab 6*)
- Request for Review / Determine – License Requirement Based on Business Practices (*tab 7*)
- Collection Agency Application Review / Determine Eligibility (*tabs 8 – 11*)
- Balance Sheet- Review / Discussion (*tab 12*)

**New Business or Unfinished Business**

**Adjourn**

Notice: Commission / Board meetings will be conducted by permitting participation of the Commission / Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above. Some meetings may be cancelled 30 days prior to the actual meeting. Before planning to attend a meeting, please be certain the meeting is being held as originally scheduled. Unless otherwise noted, all times listed are scheduled at U.S. Central time.